



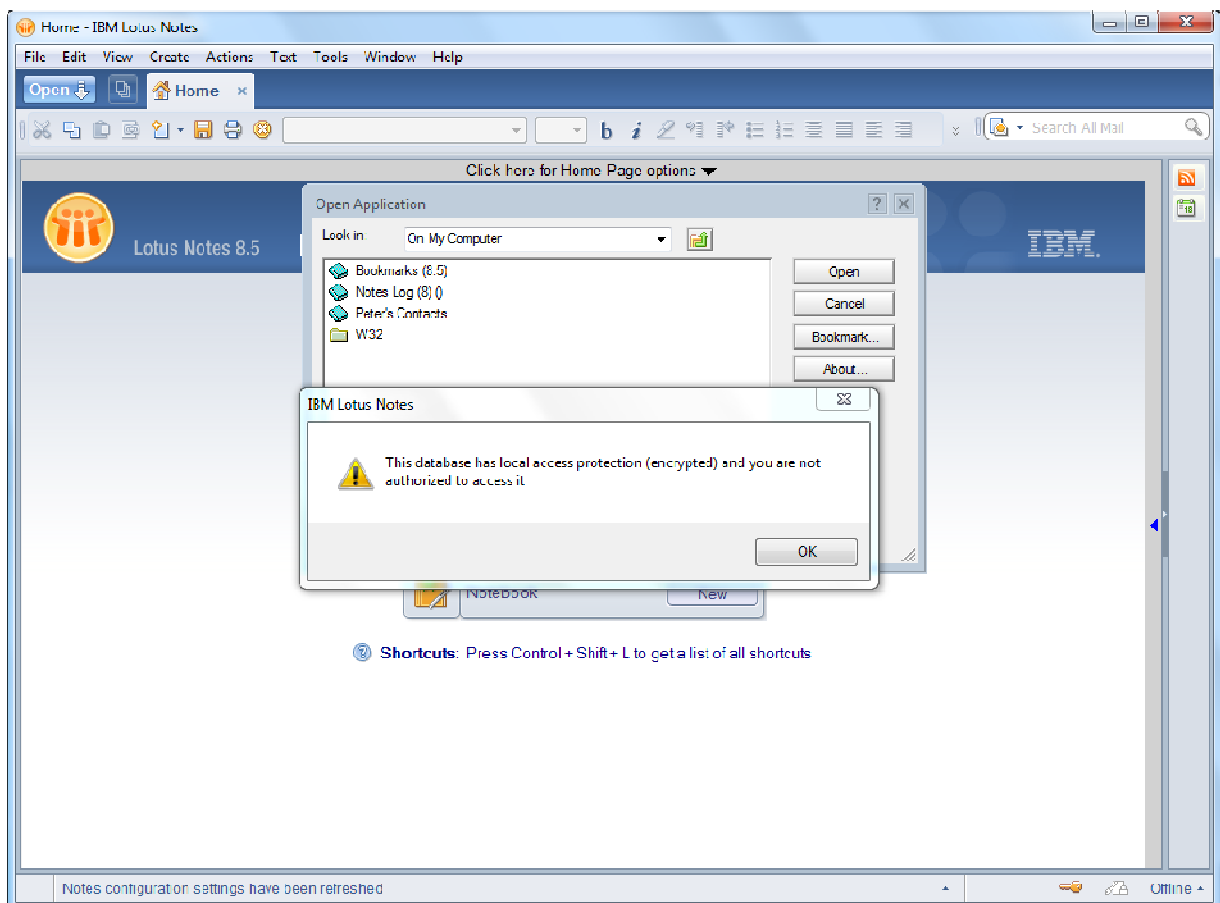
Opening an Encrypted NSF.

You will need the following for the Custodians computer or server.

- The Custodians NSF file
- The Custodians user.id file
- The Custodians Password
- Lotus Note Client

This Guide assumes that you do not have Lotus Notes already installed. If you do, you need to back up all existing data or it will be lost.

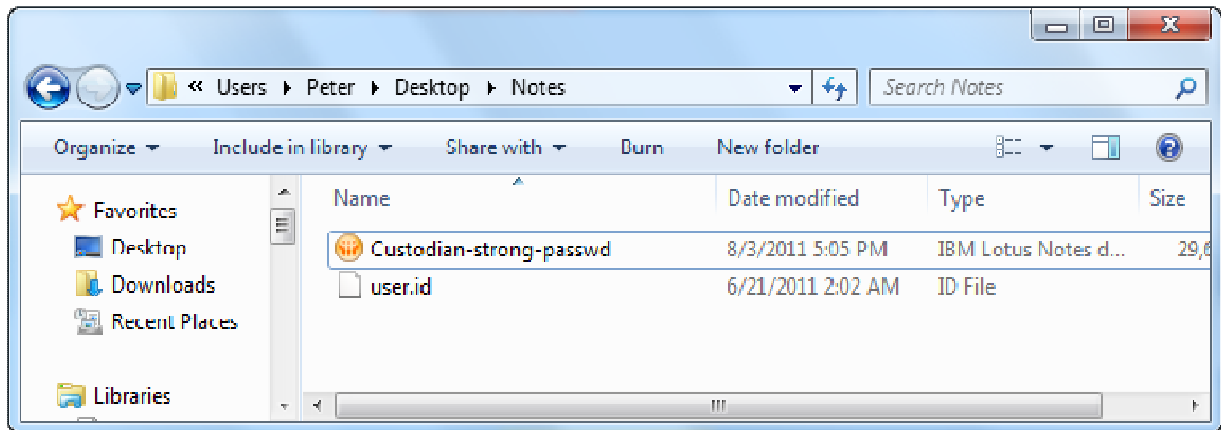
When trying to open an Encrypted NSF you will get the following error:





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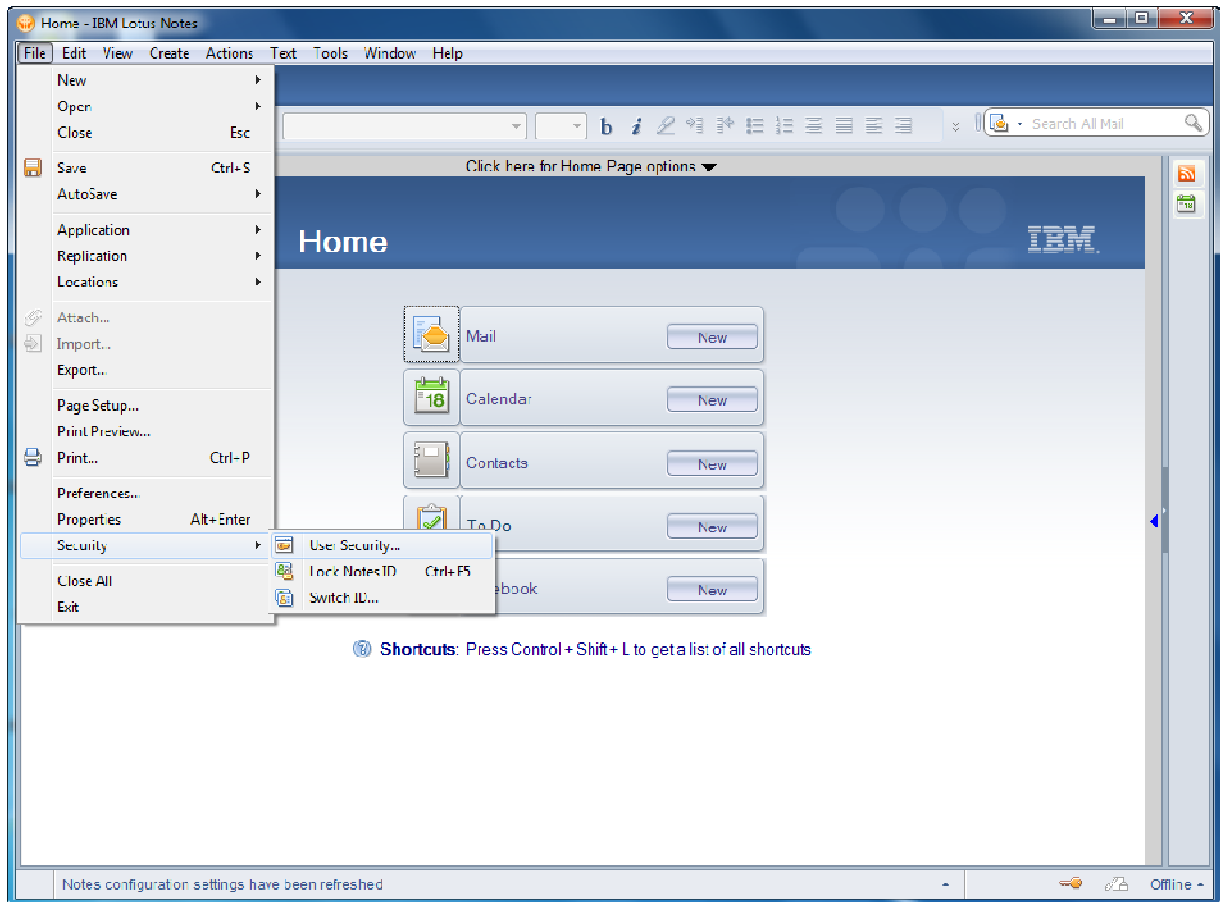
Make a copy of the Custodians original user.id file and .nsf (shown here as Custodian-strong-passwd.nsf) file.





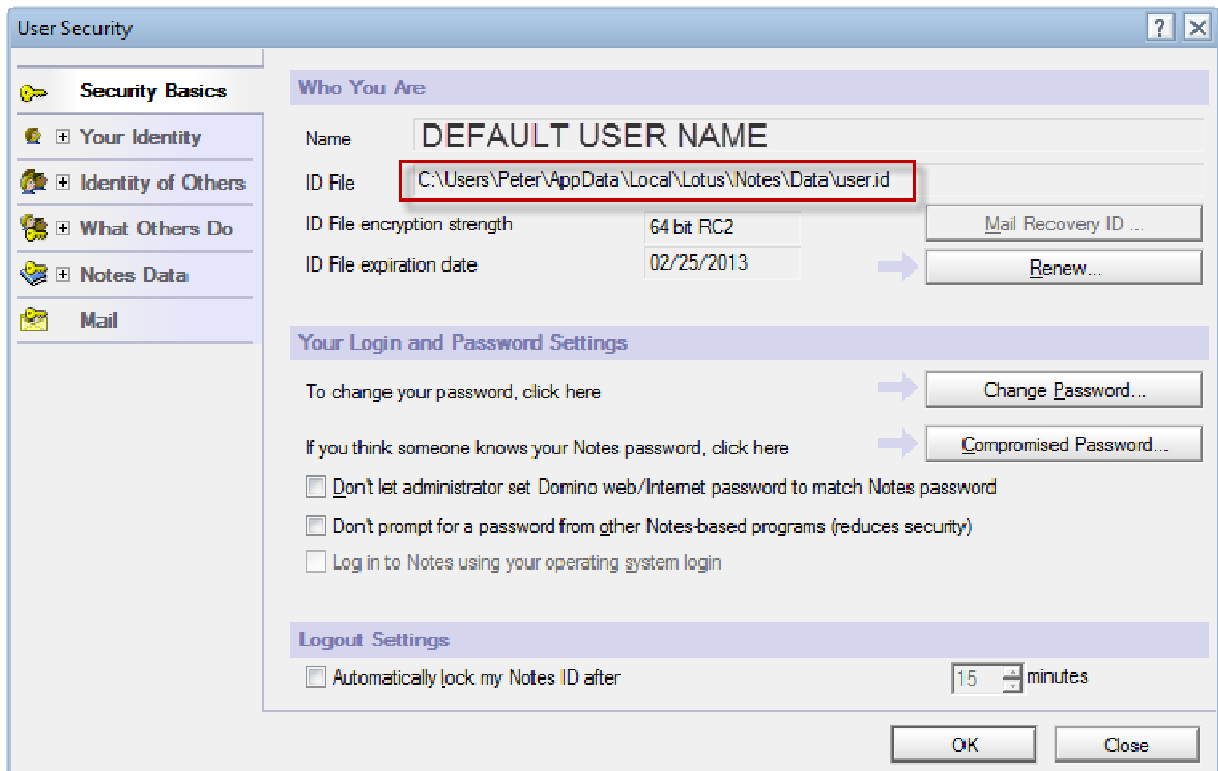
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Install and Open Lotus Notes. Select File > Security > User Security
(Note: Your screen may look slightly different depending on the version of Lotus Notes you are using.)

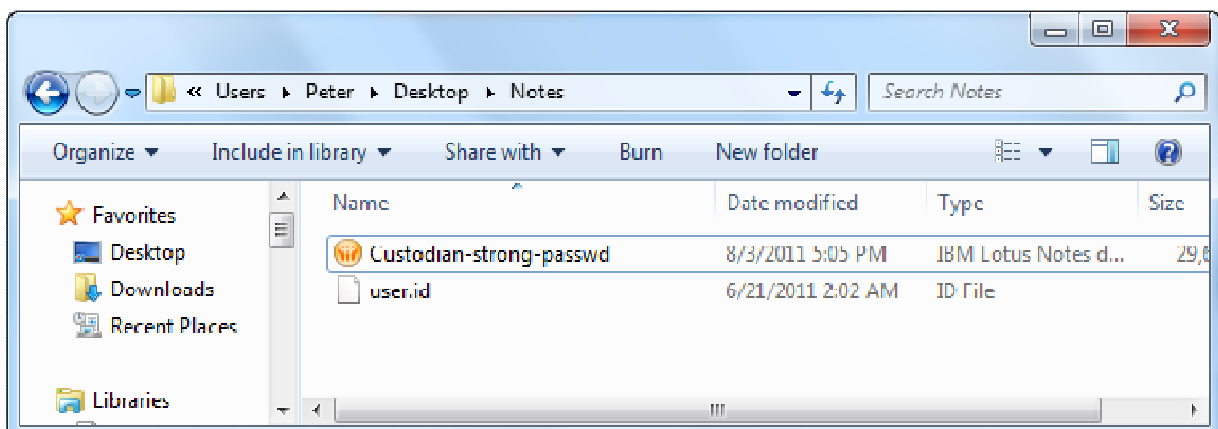




Note the location of the users.ID file



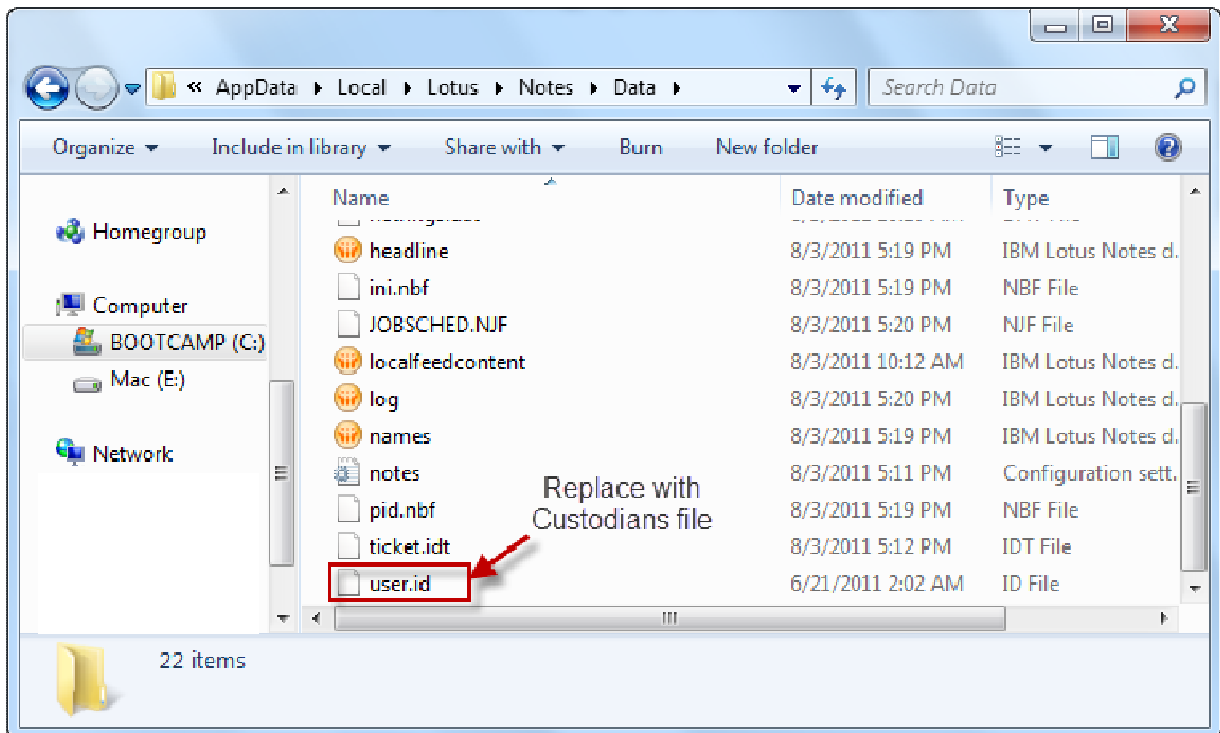
Copy the Custodians user.id to the location in the ID File field, renaming it as the default user.id file (remember to back up the original default file).





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Knowledge Paper



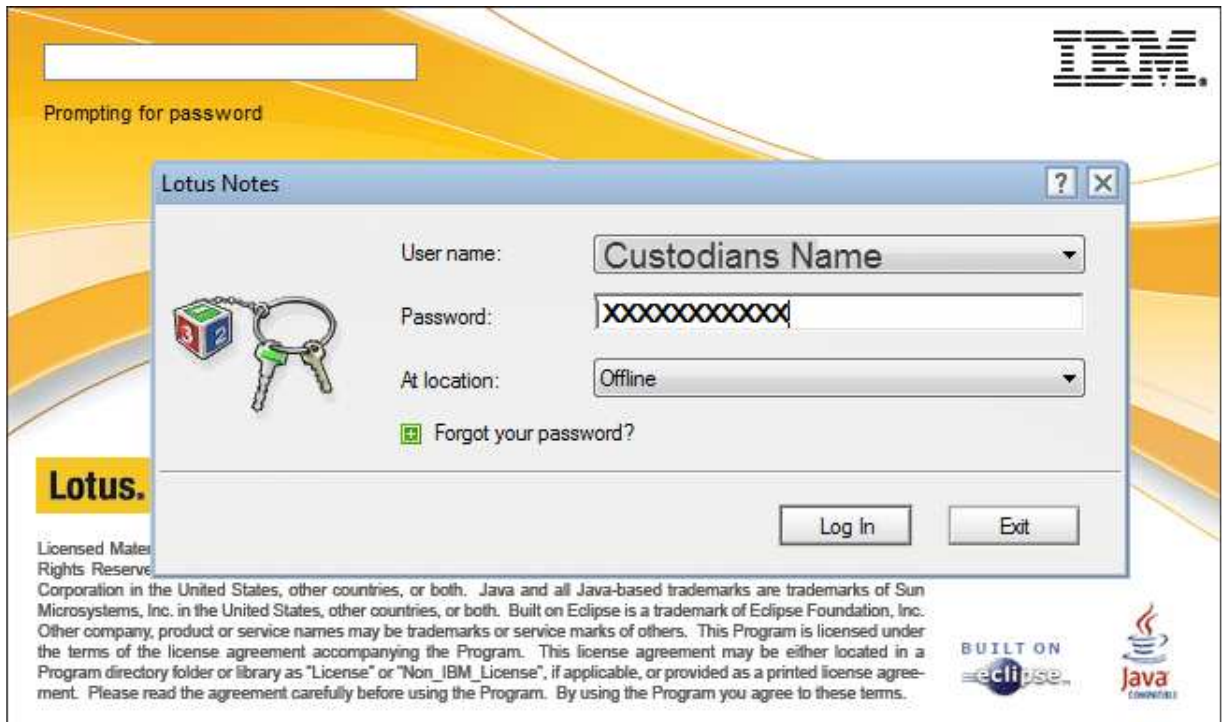
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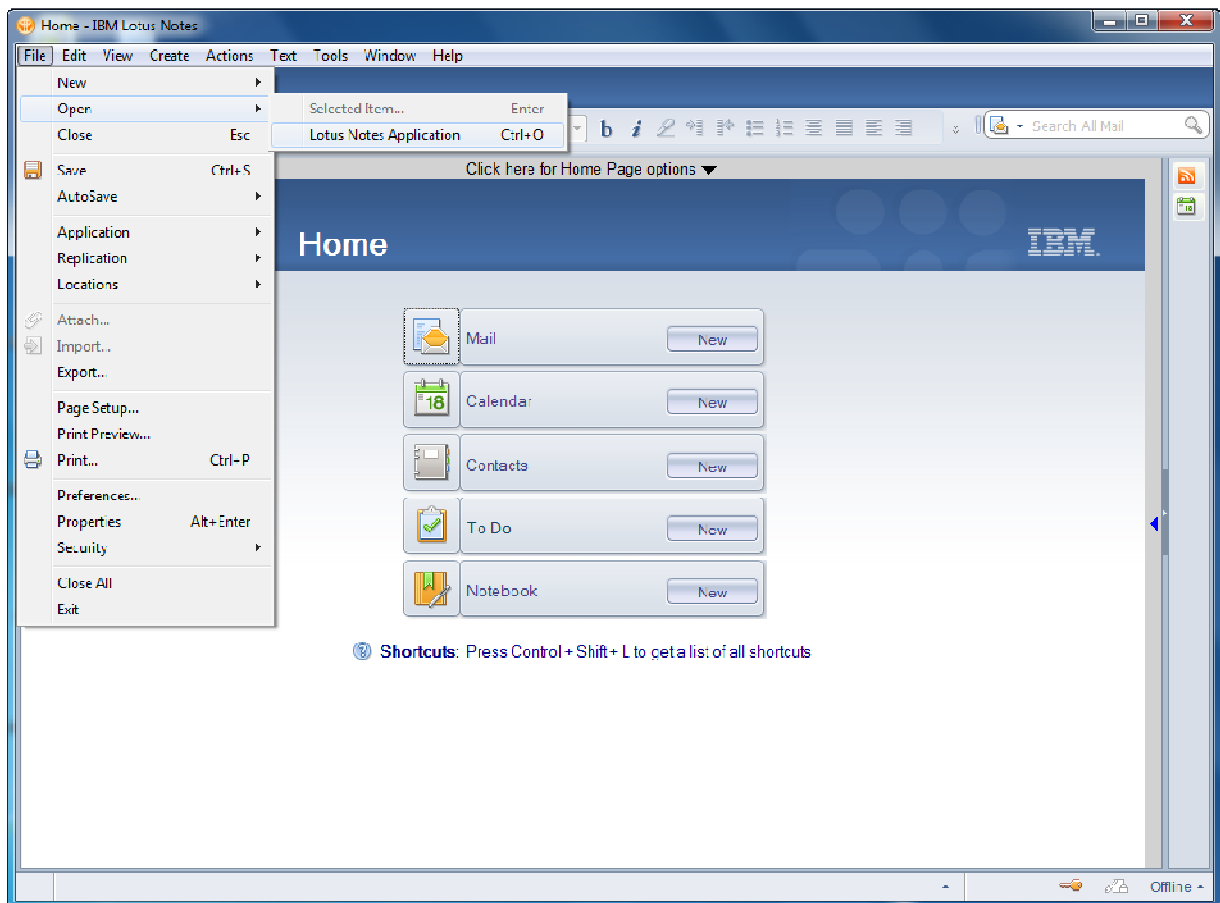
Open Lotus Notes, you will be prompted for the password.





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After Lotus Notes has opened, locate the custodians NSF file using File > Open > Lotus Notes Application.

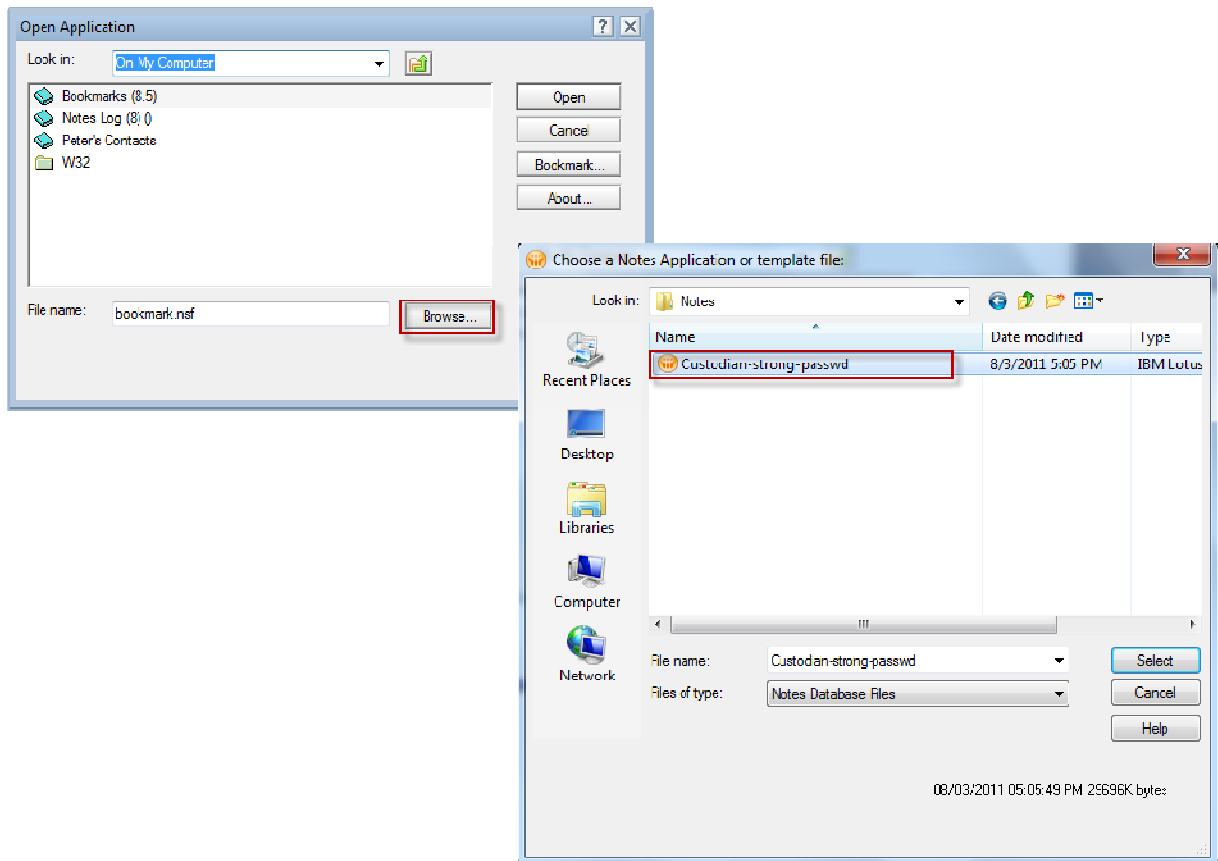




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Use Browse to select the Custodians NSF.



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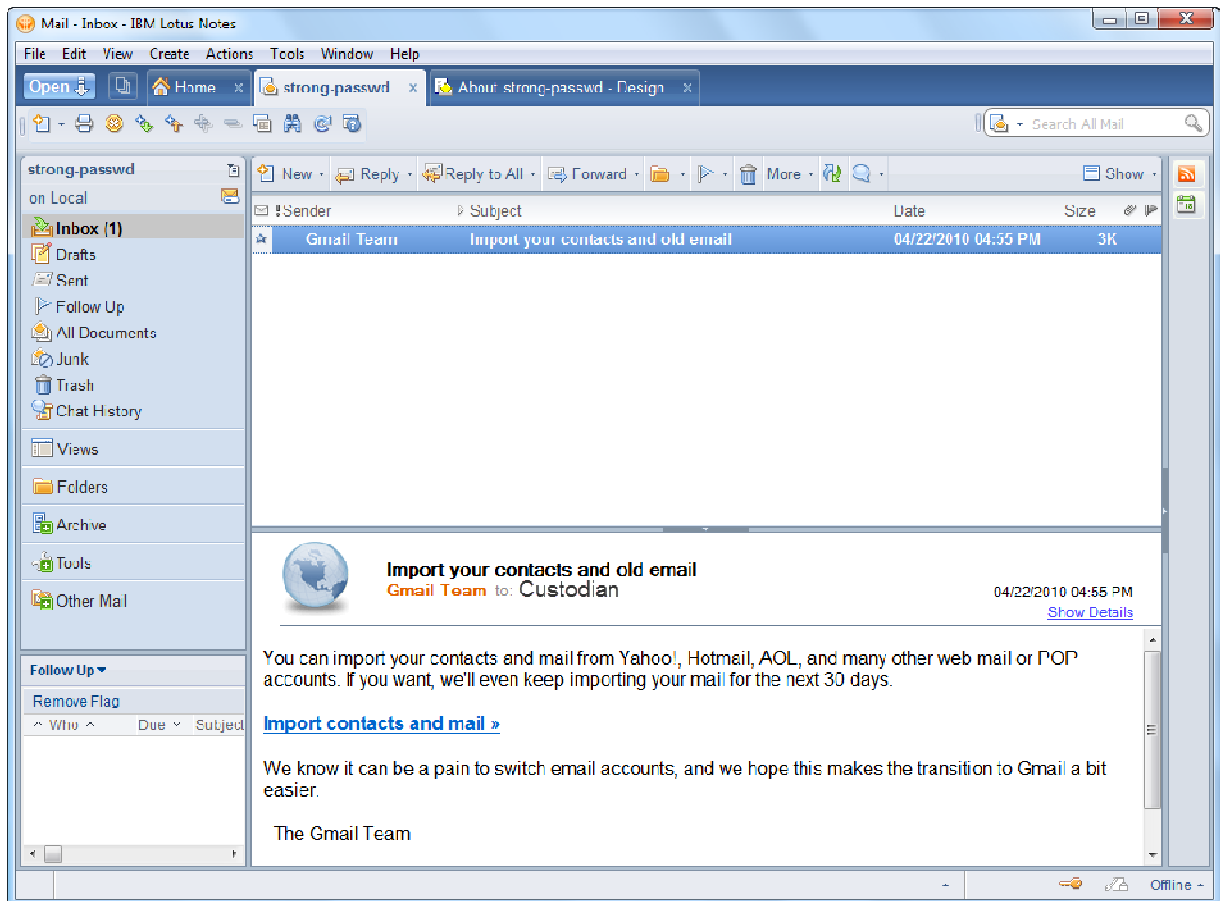
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The Custodians NSF is now open.

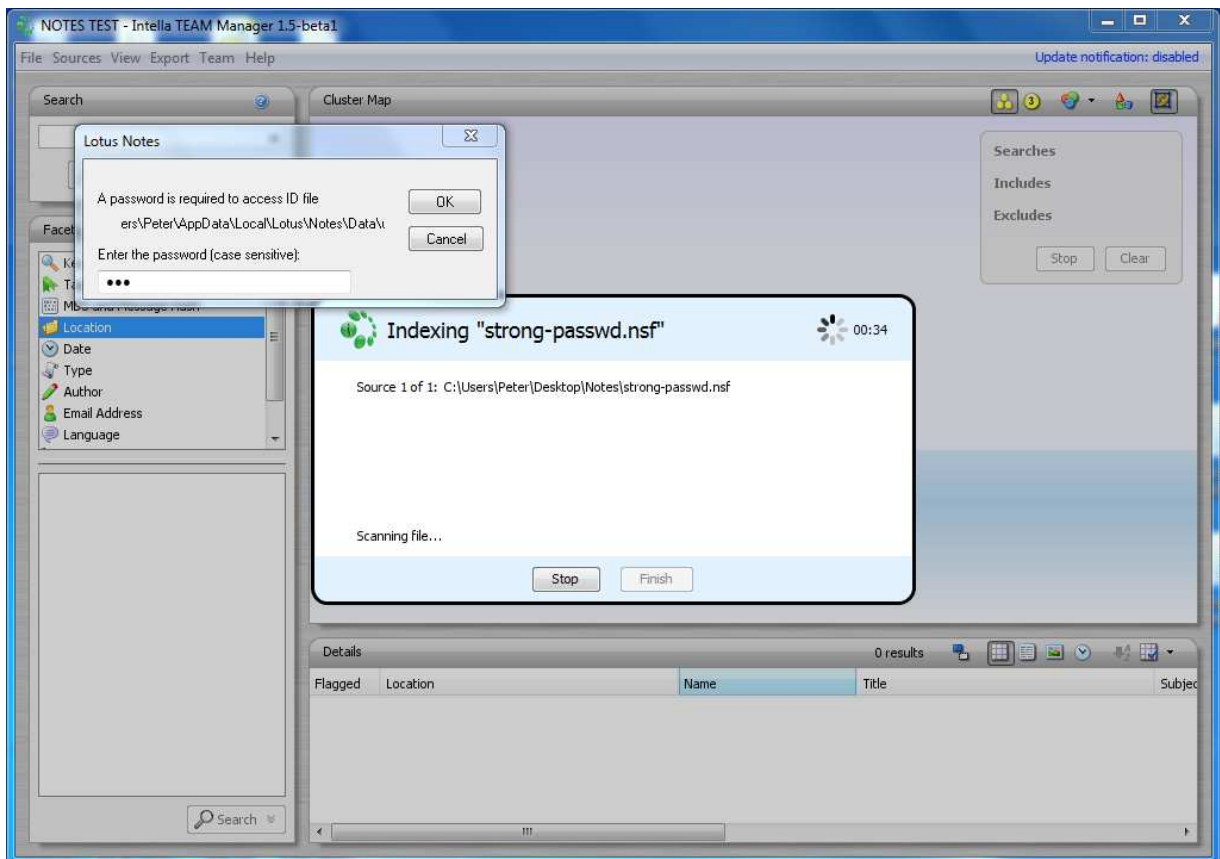


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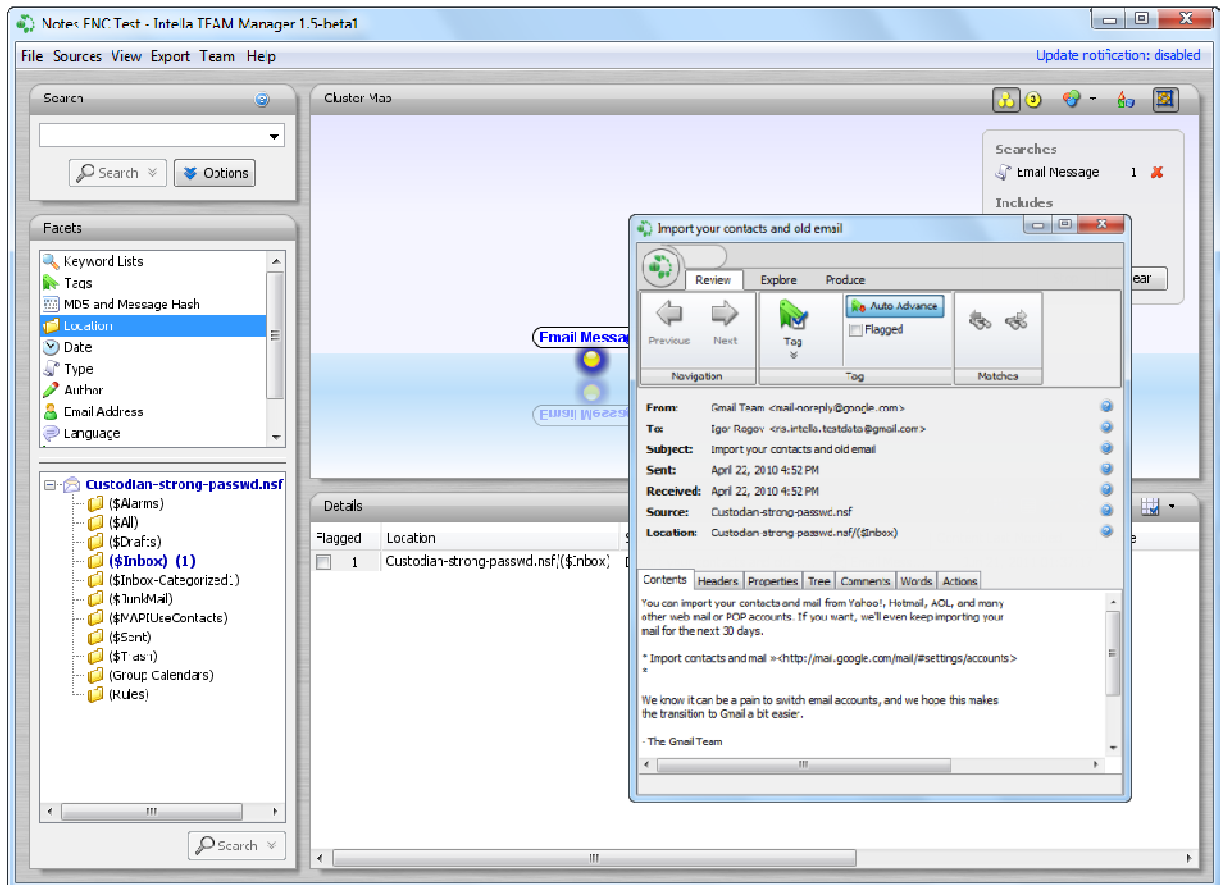
Close Lotus Notes and Open Intella. Make a new case and select the Custodians NSF and proceed to Index. When Intella accesses the NSF it will prompt for a password. Enter the password and Intella will index that NSF.





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TROUBLESHOOTING:

If Lotus Notes is still grayed out in the Source Menu, Click on File > Preferences. Click on the IBM Lotus Notes tab. Double check the location of the Lotus Notes Program and click on validate button. Once it is validated (this may take several seconds), Lotus Notes will be available in the Source Menu.

This setting can remove the password. Select no password.

